

Requirements for Job Center Comprehensive and Satellite Site

Introduction

The Workforce Investment Act requires each Workforce Investment Area to have one comprehensive, physical job center and may have additional comprehensive centers. The required comprehensive center can be supplemented by a network of affiliated sites that can provide one or more partner programs; a network of job center partners that each provides services that are linked to affiliated sites; or specialized centers.

Local Workforce Development Boards are responsible for the classification and certification of job centers. The following requirements are presented to provide Boards some parameters for that certification. It is the intent of these requirements and the Job Center Service Standards to increase consistency of service from center to center.

Requirement	Comp	Satellite
Demand Orientation		
Must be evidence that services are demand driven.	Req.	Req.
Business Orientation		
Must have an integrated, coordinated business relations team.	Req.	Opt.
Business resources (Interview rooms for example) are available	Req.	Req.
Co/Sponsor employer events (Job Fairs, Labor Law Clinics, etc.)	Req.	Req.
Must have a system to measure business support for the Center & its services	Req.	Opt.
Trained Staff		
Center staff is sufficiently trained and demonstrates competence in providing service to job seeker and business customers.	Req.	Req.
The Center is participating in a program to credential staff.	Req.	Req.
Center Management		
Center management must be a collaborative model that includes a multi-agency team to establish goals and oversee operations.	Req.	Req.
The Center is participating in a continuous improvement program	Req.	Opt.
Co-location requirements – WIA Title 1, Wagner-Peyser and at least two other major partner programs have staff physically housed at and delivering services from the site. (W-2 is a major partner program in addition to those defined in section 121(b)(1) of WIA.)	Req.	Opt.
At least two of the major partner programs have staff physically housed at and delivering services from the site. (W-2 is a major partner program in addition to those defined in section 121(b)(1) of WIA.)		Req.
All partner programs use DWD IT systems that include, at a minimum, ASSET, JobNet, and JobNet Business	Req.	Req.
Performance Management		
The Center has a system in place to evaluate its effectiveness and makes that information available to the public.	Req.	Opt.
Financial Management		
The Center must have a cost sharing plan that identifies how each partner will participate in the support of the Center (e.g., Job Center staffing, shared facilities costs).	Req.	Req.

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The Center must have a budget that includes all operations	Req.	Req.
The center must have a strategy to obtain supplemental funding beyond dollars from DWD, or partners. (Fee-for-Service, foundation grants, etc.)	Req.	Opt.
Required Services		
The site meets ADA physical and program accessibility requirements	Req.	Req.
Provide financial literacy assistance, information about & referral to credit counseling	Req.	Req.
List job orders and make connections between job seekers and employers	Req.	Req.
Provide information about available job training.	Req.	Req.
The site provides customer access to all other required WIA partner programs.	Req.	Req.
Offer limited pre-screening for targeted employers based on a job order.	Req.	Req.
Provide Resume' assistance	Req.	Req.
Maintain an up to date Web site which includes services, events and contact information	Req.	Req.
The Resource Room/customer service areas of the center are staffed all hours the center is open. A Job Center staff is dedicated to the Resource Room. That is, persons who are properly trained in this function and whose primary duty is to provide Resource Room services staff the room.	Req.	Opt.
The Resource Room/customer service areas of the center are open to the public for business all hours the center is open. Knowledgeable staff is available during open hours to assist any customers.		Req.
Provide assessment and testing to targeted groups for both occupational and soft skills	Req.	Req.
Make occupational and soft skill assessment and testing available to customers.	Opt.	Opt.
Provide services for persons with disabilities and limited English proficiency.	Req.	Req.
Media & Community Relations		
There is evidence of a relationship or partnership with the media.	Req.	Opt.
There is evidence of a partnership with community services and business organizations.	Req.	Req.
Issues with no recommendation or not yet discussed.		
Each comprehensive center has a credentialed employment counselor scheduled on site each week.		
Comprehensive centers must be open beyond traditional business hours?		
Private for profit companies may be part of the Center management team and participate as a full partner.		
Each comprehensive center must have a youth area.		
Satellite sites must be affiliated with a comprehensive center.		
Workforce Development Boards must develop criteria to measure a sites ability to meet comprehensive requirements.		
The comprehensive center is responsible for the organizational and business planning for its affiliated satellite centers		
The comprehensive center must ensure that all requirements considered optional for its satellite centers are available to the satellite's customers by referral.		
A partner that has staff in a job center for 10% of the open hours is considered collocated.		
The site must meet Job Center Service Standards and Outcomes		

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